

Indiana Ombudsman Bureau

402 W. Washington Room W479
Indianapolis IN 46204

Ombudsman Bureau 2004 Summary Report

The background of the lower section is the Indiana state flag, which features a blue field with a white torch in the center. The torch has a flame at the top and is surrounded by thirteen white stars. The stars are arranged in a circle around the torch, with one star at the top and the others following a circular path.

*A synopsis of the 2004 Ombudsman
Bureau Activity*

Indiana Ombudsman Bureau

Executive Summary

This report was created from the data available to the Bureau from the time-period specified when the Bureau was asked for the information from the Legislature in the Fall of 2005. The data is as exact as possible, given the data available. Please note that the Bureau was under a different administration when this report should have been submitted. A partial report had been created by the previous Director, which is included here. The report is expanded on as much as possible, given the information available to the Bureau in the Fall of 2005.

Overview

The Indiana Ombudsman Bureau investigates and resolves complaints received by offenders concerning the Department of Corrections. The Ombudsman Bureau is committed to ensuring that the rights of offenders are protected and ensuring that the policies and procedures of the DOC are followed.

Indiana Ombudsman complaint forms are available in the law library of each respective facility, or may also be downloaded from the Forms Catalog maintained by the Public Records Commission at:
www.in.gov/icpr

The Indiana Ombudsman Bureau serves as an independent review mechanism of the Department of Corrections and is housed in the Indiana Department of Administration. The Bureau has been in existence since Fall 2003.

Staff

Ombudsman Director, Charlene Navarro, J.D., was hired in May, 2005.

Ombudsman Assistant, Justin Watkins, B.S., was hired in June, 2005.

Community Outreach

Over the past twelve (12) months, the Indiana Ombudsman Bureau has vigorously worked to inform Indiana citizens, legislators, government officials and constituents about the services that are available. Among the numerous community outreach programs that the Ombudsman Bureau has been involved in:

- Speaking at the annual Indiana N.A.A.C.P convention in Evansville and participating in a panel discussion with NAACP members and Indiana legislators in October, 2004
- Distributing Ombudsman bookmarks to every member of the state legislature for use and distribution within their respective home districts, Summer 2004
- Answering questions and distributing information at the Indiana Department of Administration booth during the annual Indiana Black Expo (IBE) Summer Celebration, July 2004
- Meeting with members of “Indiana Prison-talk Online”, an internet support group for families and friends of those incarcerated at Indiana facilities, June 2004
- Meeting with Indiana ACLU President, Kenneth Falk to educate him and his staff about what services the Ombudsman Bureau performs and services available to his constituents
- Appearing on the Amos Brown radio talk show in Indianapolis to discuss the Ombudsman Bureau and the services available to listeners, May 2004

Summary of Open Complaints

A listing of the total number of current pending cases by nature of complaint:

Classification (Other than disciplinary)	16
Credit Time	76
Disciplinary Action	194
Excess Force	25
Food	42
General Conditions	250
Location	85
Mail	41
Medical Care	313
Officer Misbehavior	237
Other	111
Personal Property	84

Visitation	52
Work or School	69
Total	1595

Summary of Closed Complaints

Classification (Other than disciplinary)	13
Credit Time	47
Disciplinary Action	40
Excess Force	6
Food	7
General Conditions	38
Location	47
Mail	10
Medical Care	71
Officer Misbehavior	32
Other	73
Personal Property	9
Visitation	4
Work or School	12
Total	409

Complaints Received by Facility in 2004

Atterbury	2
Branchville	49
Chain O' Lakes	9
Correctional Industrial	59
Edinburgh	5
Henryville	7
Indiana State Prison	251
Indiana Women's Prison	12
Indianapolis Men's Work Release	5

Indianapolis Women's Work Release	1
Lakeside	14
Madison	5
Maximum Control	84
Medaryville	7
Miami	246
New Castle	34
Pendleton	197
Pendleton Juvenile	3
Plainfield	61
Plainfield Juvenile	2
Putnamville	89
Reception Diagnostic Center	1
Rockville	59
South Bend Work Release	12
Wabash Valley	336
Westville	308
Total	1858

Complaints Resolved by Month in 2004

January	24
February	5
March	4
April	7
May	6
June	27
July	84
August	125
September	43
October	36
November	29
December	19
Total	409

Complaints Closed by Month

